



How Elizabeth College automated the distribution and collection of forms across its school, reducing staff workload, safeguarding data security and increasingly the reliability of student medical information – all while providing a seamless user experience for parents with customised Operoo - Firefly integration.

About Elizabeth College

Located in the Channel Islands, Guernsey-based Elizabeth College is a selective day school that was founded by Queen Elizabeth I in 1563. Catering to students between two and 18 years-of-age, the College is split across two campuses. The College delivers diverse academic and extracurricular programmes to suit the broad tastes and age range of its student cohort. Elizabeth College Upper School, the focus of this case study, comprises 520 pupils.

Elizabeth College strives to be a digital-first school, providing ease-of-use and access across its learning, operational and communications platforms. It was critical that its systems integrated with each other in order to deliver a seamless user experience for staff, students and parents alike.

Summary of Results

4 APPS, 1 LOGIN

Single Sign On across Elizabeth College's four parent platforms.

100% STAFF ADOPTION

Staff rave about Operoo and the amount of time saved.

1 SOURCE OF TRUTH

For all student medical data and emergency contacts.

97% PARENT ADOPTION

Feedback from parents has been overwhelmingly positive.

NO MORE DATA MATCHING

Returned forms are automatically attached to each student profile.

1 PLATFORM, MANY USER TYPES

Operoo customises access for different staff members.

100% GDPR COMPLIANT

Operoo helps Elizabeth College meet GDPR compliance with ease.

1 FORM, MANY DATA TYPES

Include payment, consent, medical data and attachment requests in one workflow.

100% MOBILE ACCESS

Anytime access to student medical info - even when offline.

1-CLICK TRACKING

Elizabeth College distribute forms and track responses with one-click.



The Challenge

Mission Impossible

Joe Langlois, Elizabeth College's IT Manager, explained that Elizabeth College wanted a solution that "didn't yet exist" in the market.

"We needed a flexible solution for all our school forms and associated workflows," said Langlois. "Critically, this solution also needed to integrate with both our Management Information System, iSAMS, as well as our Learning Management System, Firefly.

"Using our old forms system, it was impossible to group forms in any logical order and tracking returned forms was very time-consuming. Forms would come in via email or hardcopy, making it very challenging to administrate. We'd then manually update a spreadsheet so that we could associate each form with a particular activity and child. With some teachers organising up to 20 trips, it was very admin intensive."

With a growing selection of extracurricular programmes and activities at the College, something had to change.



The Solution

"Flexibility and the willingness to build something new"

Langlois said that Operoo's keenness to engage in a technology partnership made the decision to work together easy.

"We went with Operoo as our new forms provider because its platform delivered a far greater breadth, depth, and flexibility of features compared to other solutions in the market," said Langlois.

"Most important was Operoo's willingness to work together to build something new, enabling us to integrate with Firefly."

Langlois explained that, for Elizabeth College, developing and delivering a seamless user experience for its parent community was of the utmost importance.

"Without the openness to build a Firefly integration, we simply wouldn't have introduced another app to our parents," said Langlois. "One of the constant pieces of feedback from parents navigating today's modern education system is that there are too many apps and separate places to check for, and respond to, updates. We were determined to offer our parents a better experience – more; but without the hassle.

"Ultimately, the success of a new platform in a school environment is determined by the ability to attain high and sustained user adoption. Ensuring our parents could move seamlessly between Operoo and other applications, under one set of universal log-in credentials, was paramount for achieving that outcome."

Langlois addressed his chief aim of delivering an intuitive, uniform experience for parents via custom integration work. But, it was a different set of attributes – namely the ability to automate and organise school forms and associated workflows – that solved challenges for Elizabeth College's staff.



"While our old forms system delivered a digital solution to our parent community, it didn't alleviate issues for our staff, often associated with paper-based processes, such as ongoing manual tasks and disparate systems of operation," said Langlois.

"With Operoo, the need for a huge amount of continuous manual effort disappeared. Returned forms are automatically attached to each individual student profile and grouped by year level, class, activity, medical condition or any chosen data attribute. That's the massive difference for us. Distributing and tracking responses also became one-click functions with Operoo, while automated reminders now chase parents for us.

"Additionally, previous limitations regarding the length and format of forms were instantly removed. Not only can you use Operoo's out-of-the-box best practice templates for common use cases, such as school trips, you can also customise them however you like. You can integrate payment steps, collect parental consent, validate or update medical information and add attachment requests for Emergency Action Plans, passports or any other type of document.

"We can now build and distribute any form type in minutes, automatically associate submitted data to each student profile, and reduce the load on parents and staff by requesting information once and having it universally accessible to authorised users all-year-round. Operoo can do it all."

From an administrative perspective, Langlois said Operoo offered greater control and granularity of user permissions.

"Operoo is ideal for customizing different levels of responsibility for different teachers," said Langlois. "It's highly flexible. Now we can assign different levels of permission that appropriately align with job responsibilities."

Langlois said that it wasn't just the ability to set-up different user hierarchies, but the nature of Operoo's accessibility itself, which delivered the school and its staff efficiency gains and superior duty-of-care.

"The ability to assign staff temporary access to student profiles for the duration of specific trips or events is very useful," said Langlois. "Not only will activity supervisors know what to do and who to call in an emergency, we can also guarantee the highest level of data security and privacy by automatically removing access to student information once the activity has safely concluded.

"While time-based regulation of data access is important, so too is the ability to view vital information on-the-go. All our teachers have the v mobile app on their phone or device, meaning they can easily find what they need at any time – even when offline."

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The Results

“The feedback has been amazing”

Langlois said that, since deploying Operoo, he had seen big wins for both of Elizabeth College's main stakeholders – its staff and its parents.

“The feedback about Operoo from parents and staff has been amazing,” said Langlois. “Parents and teachers say it's a very smooth experience.”

Langlois said there were a number of factors that made Operoo's rollout and ongoing usage a success. But, above all else, it was the commitment to developing the best Firefly integration possible that underpinned the result.

“The Operoo - Firefly integration allows for much broader network-wide integration,” explained Langlois.

“It's not just an integration that enables Operoo to work with Firefly. It powers integration between all our primary systems for parents.”

Those primary systems include Operoo (used for forms, workflows and medical data); Firefly (storing and accessing learning resources); SchoolPost and My School Portal (parent communications); and iSAMS (Management Information System).

“What sets the integration apart is that you can access all those apps centrally, via our parent portal, with one set of credentials per user,” said Langlois. “That's what makes it so great. So, if any schools are using these solutions, then the integration that's been developed will work perfectly for them too. They'll be able to sign-in and move seamlessly between the platforms as we do.”

When it comes to the Firefly - Operoo integration specifically, Langlois said that there were additional benefits that made introducing Operoo to new parents particularly smooth.

“What makes the Firefly - Operoo integration particularly good, is that we can use Single Sign On with Firefly, which allows us to use Firefly credentials to access Operoo,” said Langlois.

“Any school using Firefly can introduce Operoo without their parents even noticing because it's so seamless.”

“Parents simply log into Operoo via Firefly, enter their password once – with user credentials instantly authenticated for both sites within the browser – allowing them to then hop between both systems uninterrupted. You don't even have to set-up and provision those new Operoo users at all. Because they have a Firefly account, they automatically receive a Operoo account.

“On top of that, the user account takes care of all the relationships too, so we're not having to duplicate work or manually update either solution. For example, if a student's parents separate, we don't have to tell Operoo – it already knows as soon as changes are made in Firefly because the two systems share the same back-end. It's very clever; we're glad we pushed hard for this outcome.”

Aside from the custom integration work that was core to its success, Langlois said Operoo's ability to help Elizabeth College safeguard data quality and data access also stood out as important results.

“With Operoo, ensuring GDPR compliance is easy,” said Langlois. “It's also easy to ensure we have the most up-to-date student medical information possible. The flexibility of Operoo's forms means we just add a tick-box, where parents are required to verify and confirm that student medical and emergency information is accurate, as part of trip forms or any other activity where we need that data on-hand. Critically, this process also ensures that liability remains with students' primary carers – their parents and guardians.”



When asked to reflect on what the Operoo team had been like to work with, Langlois explained that because “we insisted on new development work, and for that work to deliver very specific capabilities, the development took several iterations – but we got there.

“It was truly refreshing to be able to pick-up the phone, ask what we can do to improve the product, then have someone be receptive to those ideas and act on them. The support we've had from Operoo has been fantastic.”

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